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### REMARKS

Reconsideration of this application is respectfully requested in view of the foregoing supplemental amendment and the following remarks.

Examiner Kramer is thanked for the courtesies extended to Applicants' representatives during the telephone interview conducted on December 4, 2003, in which it was agreed that the above claim amendments would be accepted and the Restriction Requirement would be withdrawn.

Claims 1-2, 4-11, and 18-19 were pending in this application. Claims 1, 6, 8, 9, and 18 have been cancelled without prejudice or disclaimer, claims 2, 4, 5, 7, 10, 11, and 19 have been amended, and new claim 20 has been added. Accordingly, claims 2, 4, 5, 7, 10, 11, 19 and 20 will be pending herein upon entry of this Amendment. For the reasons stated below, Applicants respectfully submit that all claims pending in this application are in condition for allowance.

Independent claim 20 is directed to a method of processing reports of malfunctions received by a company. Claim 20 recites features discussed during a previous interview with the Examiner, conducted on May 19, 2003. Those features were believed to distinguish over the prior art of record.

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In view of the foregoing, all of the claims in this case are believed to be in condition for allowance. Should the Examiner have any questions or determine that any further action is desirable to place this application in even better condition for issue, the Examiner is encouraged to telephone applicants' undersigned representative at the number listed below.

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Respectfully submitted,

WILLIS ET AL.

Date: December 8, 2003

By: Chad D. Wells  
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Registration No. 50,875

Attachments:

LDE/CDW

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